

Department of Veterans Affairs

Memorandum

Date: March 7, 2014

From: Assistant Inspector General for Audits and Evaluations (52)

Subj: Request Close-out, Hotline Referral (2014-01750-HL-0327/contact: 2014-05274),
Claims Processing at VARO/VAMC Lincoln, NE

To: Director, Hotline Division (53E)

Request the close-out of the subject hotline referral. The Office of Audits and Evaluations (OAE) refuted the allegations, specifically that cancelling the date of an examination changes the eBenefits dates to better the office's performance reporting.

On January 20, 2014, OAE accepted the subject referral and assigned it to our Benefit Inspections Division for review. According to the system parameters and VBA policy, the cancellation of an examination does not affect the date of the claim. Thus, it will not change the effective date any benefits associated with that claim.

In addition, review of the complainant's file did not indicate any 'fake' information was input. More specific detail would be needed to investigate this allegation further, but the complainant refused to provide specific information she thought was inaccurate. As to the cancellation of the examination date, the initial review indicated the complainant was scheduled for an examination, but was attended to prior to the scheduled exam by the same clinic, thus the scheduled examination may have been identified as a duplicate and was cancelled for that reason.

Finally, as to the effect of brokering the case to another office, this is a standard VBA practice and is used to expedite pending claims. Brokering the claim to another office does not affect the date of the claim, or the date the benefits, of the claim. It does, in most cases, reduce the claim's processing time.

OAE did not find data or documentation to support the allegations.



Executive Assistant
for Audits and Evaluations